

## FACT SHEET: COMPLAINT PROCESS

Often consumers can resolve issues relating to unsatisfactory service by discussing the situation with the licensee who provided the service, the manager, or the owner. However, if you are unable to resolve your issue, you may file a complaint with the Board. If you feel that you have been harmed in any way while receiving barbering, cosmetology, electrology, esthetic, or manicuring services, the Board encourages you to file a complaint.

### **Q: WHAT TYPES OF COMPLAINTS DOES THE BOARD HANDLE?**

A: The Board responds to complaints that allege unlicensed activity, unsanitary conditions within a salon, fraud, false advertising, and instances when a consumer was injured as a result of a service.

### **Q: WHAT ARE SOME ISSUES THAT THE BOARD DOES NOT TAKE COMPLAINTS FOR?**

A: The Board does not take complaints for:

1. Prices Being Charged at a Salon (unless the prices differ for men and women)
2. Poor Customer Service
3. Dissatisfaction with Services Provided

### **Q: IF INJURED DURING A SERVICE, WHAT SHOULD I DO?**

A: If injured during a service, you should:

1. Discuss the Situation with the Licensee, the Manager, or the Owner
2. Take Photographs of the Injury
3. Seek Immediate Medical Attention if Necessary
4. File a Complaint with the Board

(Turn Sheet Over for Additional Information)

**Q: HOW DO I FILE A COMPLAINT WITH THE BOARD?**

A: All complaints must be received in writing. Complaint forms can be found and submitted on our web site at [www.barbercosmo.ca.gov](http://www.barbercosmo.ca.gov). Written complaints can be mailed directly to the Board.

**Q: HOW LONG DOES IT TAKE FOR THE BOARD TO RESOLVE COMPLAINTS?**

A: The Board makes every effort to resolve complaints in a timely manner. At times, investigations can take an extended period of time to complete due to the nature and complexity of the complaint. Upon the closure of the complaint, the consumer is notified of the outcome. Consumers are welcome to contact the Board to check the status of their complaints at any time.

**Q: WHAT TYPE OF ACTION WILL THE BOARD TAKE AGAINST A LICENSEE AS THE RESULT OF A COMPLAINT?**

A: If the Board's investigation confirms violations of rules and regulations, the licensee may receive a citation and fine. In the most severe cases, the Board will refer the licensee to the California Attorney General's Office for disciplinary action, which may include suspension or even cancellation of his/her license.